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ABSTRACT

This instructor's guide and student activity packet (together with a slide/tape presentation not available here) comprise a module for the postsecondary office occupations education competency area of filing. Modules for other competency areas are available separately. The purpose stated for the module is to help students become familiar with filing and the various types of filing systems. The instructor's guide includes an introduction, performance objectives, special notes to instructor, time and facilities, suggestions for discussion, optional student activities, suggested evaluation criteria, keys to student activities, the narrative for the slide/tape presentation, and a list of resources and references. Contents of the student activity packet include an introduction, performance objectives, necessary resource materials, directions for completing the activities provided, a student checksheet for taking notes during the slide/tape presentation, and the activities to be completed in order to master the competencies on which the module is based. (YLB)

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# OFFICE OCCUPATIONS

ED222724

# *INTRODUCTION*

# *TO*

# *FILING*

Audiovisual Package

Instructor's Guide
Student Activity Packet

*Prepared by Dr. James J. Zukowski*

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# INTRODUCTION TO FILING

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## INTRODUCTION

This module, made up of a slide/tape presentation and accompanying printed materials, was developed as a result of a proposal funded by the Texas Education Agency to the Occupational Curriculum Laboratory at East Texas State University. Based on the results of a needs assessment of selected postsecondary office occupations instructors from across the state of Texas, this and several other modules were developed to provide instructional materials in competency areas that require formal classroom training. Selected postsecondary office occupations instructors assisted in the development, field review, and evaluation of the final product.

Included in each slide/tape package are a set of full-color slides, a script, a cassette tape, an instructor's guide, and a student activity packet. Each package includes an instructor's guide with general instructions for use by an individual or in a group setting, the slide/tape presentation, and specific instructions on how to use the materials in a particular package. The specific instructions section contains solutions for the activities completed by the students and suggestions for evaluation of the work produced.

The student activity packet consists of a section on information the student must know in order to complete the activities, any necessary resource materials, and the activities to be completed in order to master the competencies on which the module is based.

All of the materials in these modules have been developed with student needs and interests in mind and are designed with the flexibility for use as supplementary or primary teaching aids in many of the office occupations classes. As a result, the students should find the material practical and job-related.

ACKNOWLEDGMENTS

We extend special thanks to the following Dallas County Community College District personnel for their service as Advisory Committee Members and critical evaluators for this project:

Linda Coffey, District Director of Occupational Education

Patsy Blankenship, North Lake College

Sharon Burton, Brookhaven College

Earlyne Purdy, Eastfield College

In addition to these specific individuals, other selected postsecondary business and office occupations instructors in Texas community colleges have also critically reviewed the materials in their draft form and have provided valuable input for assuring that the final product be as realistic and job-oriented as possible.

Appreciation is also given to the following businesses and institutions which allowed our writers and photographers access to their facilities. It is through their cooperation that the slides which accompany these packages show actual office settings:

Brookhaven College

Office Occupations Laboratory

Job Placement Center

East Texas State University

Business Education Department

Xerox Corporation, Dallas

Sun Production Company, Dallas

Pacific Mutual Insurance Company, Dallas

Finally, special appreciation is extended to Joyce Johnson, East Texas State University, and David MacAnally, Paris Junior College, for their input in the initial development of these materials.

# INSTRUCTOR'S GUIDE

# INTRODUCTION TO FILING

## INSTRUCTOR'S GUIDE

## GENERAL INSTRUCTIONS

### Equipment Needed

Before using this presentation, make sure that arrangements have been made to have the following equipment available:

Projector
Projection Screen
Cassette Recorder

Make sure that all equipment is working properly.

### Preparations Before Class

There are some things that you should do before showing the slide/tape presentation.

1. Preview slide/tape presentation and determine how it will be used in your class.
2. Plan short but relevant introductions to tell students what to look for in the slide/tape presentations.
3. Make seating arrangements so that every student can see the screen.
4. Allow enough time to show the presentation in its entirety.
5. If you use handouts, be sure they are distributed after the presentation.

### Procedures for Group Setting

1. Choose a point in the lesson where the slide/tape presentation will have the greatest impact.
2. After showing the slide/tape presentation, ask students to give highlights in their own words.
3. If necessary, show the entire presentation or parts of it a second time to emphasize points important to the successful completion of the lesson.
4. After showing the presentation, make arrangements for students to use it on an individual basis.

## Procedures for Individual Setting

1. Make sure space and equipment are available.
2. Check equipment to make sure it is working properly.
3. Demonstrate or have someone demonstrate the procedure for using equipment.
4. Tell students to view the slide/tape presentation or parts of it for reinforcement.
5. Have students view the slide/tape presentation.
6. Ask students to summarize the slide/tape presentation.

## Instructions for Using Slides and Cassette Tapes

1. Pick up each slide by the frame, being careful not to touch the film.
2. Use the side of the tape which is compatible with the equipment you are using. One side of the cassette tape contains an audible advance and the other side contains an inaudible advance.
3. Arrange the slides in the slide tray in sequential order to insure that each projection is viewed from left to right.
4. Insert the cassette tape in the recorder/player.
5. Rewind the cassette tape to make sure that it will start at the beginning.
6. Turn on the slide projector. The first slide should be projected on the screen.
7. Start the cassette player.
8. Depress the advance button at the sound of the "beep" if you are using the audible advance.

(NOTE: Review the above procedures with those students who will be using the package individually.)

## Student Checksheets

Student checksheets provide a convenient means for students to take notes while viewing the slide/tape presentations. The points identified on the student checksheet are those the student will have to be familiar with in order to complete the activities provided.

## Resource Sheets

Resource sheets provide information essential for reinforcing the competency requirements of the slide/tape presentation.

Students should read the resource sheets as instructed in each student activity packet.

## Activity Sheets

Activity sheets are working papers for students. Students are instructed to use them when completing certain activities.

# INTRODUCTION TO FILING

## INSTRUCTOR'S GUIDE

## SPECIFIC INSTRUCTIONS

### Introduction to Slide/Tape Presentation

Introduction to Filing is an audiovisual aid developed to help students become familiar with filing and the various types of filing systems.

This slide/tape package consists of 52 full-color slides, a cassette tape, an instructor's guide, and a student activity packet that could be used as primary or supplementary instructional tools in office/secretarial procedures or office/secretarial practice classes.

### Script

A description of each slide and its narration can be found at the end of the Specific Instructions.

### Time and Facilities

One class period of at least 20 minutes in length should be set aside for introduction and presentation of the slide/tape, which can be shown in any room that can be sufficiently darkened or that has individual carrels equipped with slide carousels and cassette tape recorders. In addition, students should be able to complete the 4 suggested activities in approximately 1-2 hours.

### Suggested Class Discussion (for use in a group setting)

After the slide/tape has been presented, the various types of filing systems and filing terminology should be reviewed; and the importance of proper filing should be discussed.

If the instructor feels that the students should be exposed to some of the variations of the filing systems presented, these should be discussed. Additional activities will then have to be developed by the instructor so that the students are given an opportunity to use that/those system(s).

### Suggested Student Activities

After the suggested class discussion has been completed, the student activities may be used. These activities are designed to reinforce

the information presented on the slide/tape. The students are given questions that require their filling in blanks with appropriate words. To further emphasize these words, a SEEK-AND-FIND puzzle is used. A matching-definitions-to-terms activity and a situational activity are also included.

Suggested Evaluation Criteria

The following is a checklist that can be used when evaluating the student's successful completion of this packet. This checklist is not intended as a method of grading but merely as a means of determining whether or not the student has mastered the competencies presented in this package.

1. Completion time for activities

   a. Completion time less than suggested time limits _____

   b. Completion time within suggested time limits _____

   c. Completion time exceeded suggested time limits _____

2. Participation in class discussion (based on quality of input)

   a. Excellent (Student took a leadership position.) _____

   b. Good (Student contributed and explained satisfactorily.) _____

   c. Fair (Student contributed, but explanations were less than satisfactory.) _____

   d. Poor (Student contributed little and offered no explanations.) _____

   e. Student did not participate. _____

3. Student Activities

   a. Student was able to successfully complete all activities in the time period specified. _____

   b. Student was able to successfully complete all activities with only minor errors. _____

   c. Student was not able to successfully complete any of the activities in the time period specified. _____

KEY

Activity 1

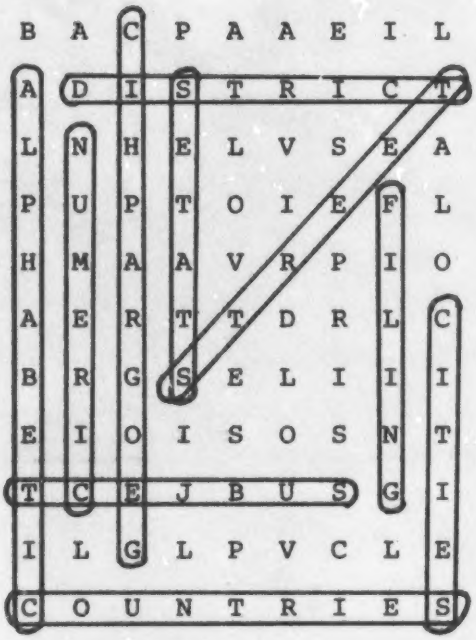
Fill-in-the-Blank Statements:

1. Filing
2. Alphabetic
3. Numeric
4. Geographic
5. a. Countries
   b. States (or Territories)
   c. Cities
   d. Districts
   e. Streets
6. Subject

KEY

Activity 2

Seek-and-Find Puzzle:



KEY

Activity 3

Matching Statements:

| | |
|---|---|
| C | 1. |
| G | 2. |
| I | 3. |
| A | 4. |
| J | 5. |
| D | 6. |
| K | 7. |
| H | 8. |
| B | 9. |
| F | 10. |
| L | 11. |
| E | 12. |

KEY

Activity 4

1. Geographic Filing System

Front of file drawer

Back of file drawer

Captions

Austin

Dallas

El Paso

Fort Worth

Houston

San Antonio

Texarkana

Waco

2. In order to solve the problem of confidentiality, the secretary should convert the alphabetic filing system to a numeric filing system.

3. The secretary should prepare a special guide with the surname Anderson as its caption; the file for the various Andersons would then be positioned behind this guide.

4. In order to make the files easier to work with, the secretary should convert the alphabetic filing system to a subject filing system using the major divisions as captions for primary guides. For example, information dealing with all paper products would be filed behind one guide, duplicating equipment behind another, and so forth.

| SLIDE NO. | SLIDE DESCRIPTION | NARRATIVE |
|---|---|---|
| 1 | Focus/Synchronize Slide | |
| 2 | Title Slide | |
| 3 | Student worker with papers spread all over her desk | Boss: Miss Jones, please bring me the folder on the Wilson account. |
| 4 | Secretary talking to Sally Jones as Sally goes through the papers on her desk | Secretary: Sally, have you ever thought about filing all of that information? |
| 5 | Sally with puzzled but interested look on her face | Sally: What is filing? |
| 6 | Secretary explaining | Secretary: Filing is a method of systematically storing all types of correspondence so that they can be located quickly and easily when they're needed. |
| 7 | Sally asking a question | Sally: Why do we need filing? |
| 8 | A large room containing several filing cabinets / Photo of electronic filing/storage unit | Secretary: Because modern business continues to gather paper at a dramatically increasing rate, we need to know how to store these materials and still be able to locate individual documents with ease. This means that people must be trained to perform these kinds of jobs |
| 9 | Photograph of a computer and storage discs or tapes | Secretary: Of course, our ability to store and to retrieve material quickly and easily has been improved by modern technology. Computers have almost unlimited storage ability and are able to recall material immediately. |
| 10 | Sally asking a question | Sally: What qualifications would I need to get a job that involved filing? |
| 11 | Secretary at desk, with filing cabinets in the background | Secretary: If you plan to work as a secretary, or at almost any office job, filing will be just one of the many skills you will need. First, because you will have access to all of the firm's confidential records, loyalty to the firm is essential. In addition, you will need good manual dexterity, good eyesight, an outstanding memory, and a respect for accuracy. |

| SLIDE NO. | SLIDE DESCRIPTION | NARRATIVE |
|---|---|---|
| 12 | Sally asking a question | Sally: That much is logical. Now, what kind of material would I have to file? |
| 13 | Secretary at files | Secretary: Just about every kind. You would file all types of incoming and outgoing correspondence relating to company business, financial reports and records, legal documents, publications, special reports, and possibly even computer cards, tapes, and discs. |
| 14 | Sally asking a question | Sally: That sounds confusing. How can you possibly keep all of those materials in order? |
| 15 | Alphabetic file | Secretary: It's really not as difficult as it sounds. Regardless of what kind of material you have to file, there is a filing method that will make the job easier. In fact, there are four basic filing systems with which you should be familiar: the alphabetic filing system, |
| 16 | Numeric file | Secretary: the numeric filing system, |
| 17 | Geographic file | Secretary: the geographic filing system, |
| 18 | Subject file | Secretary: and the subject filing system. |
| 19 | Another angle of alphabetically arranged files | Secretary: As you can probably guess, the alphabetic filing system is the most widely used of these four. This system is based on a simple alphabetic arrangement of material similar to what we see in such common places as telephone directories, library card files, and listings of all kinds. |
| 20 | Numerically arranged filing system | Secretary: The numeric method of filing is becoming more widely used, though, because it provides a way of keeping records confidential. Banks, insurance agencies, colleges and universities, and many governmental agencies are just a few of the types of businesses that might rely on numeric files. We are all familiar with numbering systems that make these types of files easy to maintain--credit card numbers, social security numbers, driver's license numbers, and checking and savings account numbers all identify individuals while still keeping those identities confidential. |

| SLIDE NO. | SLIDE DESCRIPTION | NARRATIVE |
|---|---|---|
| 21 | Geographically arranged filing system | Secretary: In the third type of filing system, the geographical system, the materials in the files are arranged according to their geographic locations. If a firm has branch offices in several different locations, it may be advantageous for that firm to arrange its files according to the places where the branches are located. In a geographically arranged filing system, you will find material filed according to |
| 22 | Folder with country name as its caption | Secretary: countries, |
| 23 | Folder with state name as its caption | Secretary: states or territories, |
| 24 | Folder with city name as its caption | Secretary: cities, |
| 25 | Folder with district name as its caption | Secretary: districts, and |
| 26 | Folder with street name as its caption | Secretary: streets. Of course, not every geographic filing system is broken down into that many sections. Each company that uses a geographic filing system must decide how many of these divisions it needs in order to have files that are easy to work with. |
| 27 | Individual folder in a geographic filing system | Secretary: Regardless of the geographic breakdown, however, a geographic file still uses individual name folders for its customers or clients. These folders are simply placed behind the guide that identifies the most precise location of the company. |
| 28 | Illustration of a subject file | Secretary: The fourth common type of filing system is subject filing. In this system, material is arranged according to the titles of the subjects, products, departments, and so forth, with which a company works. For instance, material might be located under the names of various departments, such as Administration, Payroll, Sales, and so forth. Subject files can most commonly be found in research facilities, purchasing offices, and any institutions that handle products which are most easily identified by group title. |

| SLIDE NO. | SLIDE DESCRIPTION | NARRATIVE |
|---|---|---|
| 29 | Illustrations of vertical, lateral, shelf, and rotary files | Secretary: Regardless of the filing system a company uses, the material must be stored in equipment that will insure protection of the records kept. This storage equipment can be purchased in a wide variety of shapes, sizes, and qualities, depending upon the needs of the firm. Office equipment companies can and do help firms determine exactly what they need when the purchase of filing storage equipment is indicated. |
| 30 | Sally and the secretary looking pleased | Sally: I think that I now have a good basic understanding of filing and the systems that are most commonly used. Now all I need to know is where to start! |
| 31 | Secretary | Secretary: All right; but before you're ready to actually start filing, you need to become acquainted with some of the terms that are commonly used in this area of office work. We've talked about some of these terms before, but it'll help to hear them again and to learn some that will be new to you. |
| 32 | Sally with steno pad, ready to take notes | Secretary: It would be a good idea for you to write down these terms and their definitions so that you'll have something to refer to when you set up your files. |
| 33 | Definition of filing | Secretary: As you will recall, filing involves the systematic arrangement of materials so that they can be located quickly and easily when needed. |
| 34 | Illustration of a file guide | Secretary: In order to do any filing, however, there are certain supplies that are necessary. One major item that you'll need for filing is a supply of guides. Guides are heavy cardboard dividers that serve two general purposes: they separate one group of folders from another group, and they provide support for the file folders. Specifically, guides are used to direct you to a particular section of a file so that you can easily find the folders you need to locate. |
| 35 | Illustration of a guide with tab accentuated. | Secretary: That projection extending above the top edge of the guide is called the tab. |
| 36 | Illustration of a caption | Secretary: The tab provides a place for the caption, which is the term used to indicate the title of the guide. The caption also tells you which folders are located behind the guide. |

| SLIDE NO. | SLIDE DESCRIPTION | NARRATIVE |
|---|---|---|
| 37 | Illustration showing various cuts of tabs | Secretary: The amount of space each tab occupies across the top of a guide is determined by the cut of the guide being used. A straight cut designates a guide on which the tab extends all the way across the top; a one-half cut tab takes up one-half of the width of the top of the guide; a one-fifth cut covers one-fifth of the width of the top of the guide; and so forth. Therefore, if you are using one-fifth cut file guides, you would have room for tabs in five different locations on the tops of the guides. Using various cuts allows you to stagger the guides so that the tabs can be seen easily. |
| 38 | Illustration of fifth-cut file guides with tabs in all | Secretary: The place where the tab is located on a file guide is known as its position. When a tab begins at the left edge of a guide, it is in the first position. The other positions are determined by the cut of the guides. With one-fifth cut guides, tabs would be found in the first, second, third, fourth, and fifth positions as this illustration shows. |
| 39 | Celluloid tab | Secretary: The tabs on guides are usually made of celluloid |
| 40 | Metal tab | Secretary: or of metal. |
| 41 | Bottom of a guide | Secretary: Also, as you can see here, guides may be cut straight across the bottom or may have a projection with a hole in the middle of it. |
| 42 | Rod in bottom of a file drawer | Secretary: This projection at the center of the bottom of the guide allows a rod to be inserted through the hole in order to keep the guide in place and to prevent it from being accidentally removed from the file. |
| 43 | Primary guide | Secretary: Guides can be classified as primary guides or as special guides. Primary guides are the main guides in a file drawer and identify the major sections under which the guides and folders that follow are classified. |
| 44 | Special guide | Secretary: Special guides signal important subsections of a file. For instance, in an alphabetic name file, you may need a guide like this one to indicate that the next set of folders are not for names of individuals but are for RFP's (requests for proposals). This special guide would be located behind the primary "R" guide. Other special guides could point out common surnames such as Anderson, or subject areas such as Applications or Service Contracts on Office Equipment. |

| SLIDE NO. | SLIDE DESCRIPTION | NARRATIVE | |
|---|---|---|---|
| 45 | Illustration of a file folder | Secretary: | One of the terms most often associated with filing is folders. Folders are the storage envelopes or packets in which you place the material you are filing. Folders are usually made of manila, like this one; but they can also be purchased in a variety of other materials, such as plastic, kraft and pressboard. Again, the needs of a particular company will dictate what types of folders it will need. |
| 46 | Illustration of file folder | Secretary: | Like guides, folders have tabs, usually just projections of the same material the folders are made of, available in the same cuts as guides are purchased. |
| 47 | Photo of gummed file folder label | Secretary: | Because the thickness and inflexibility of both folders and guides make it difficult to insert them into a typewriter, it is almost impossible to type directly on the tabs. Therefore, most office workers either purchase ready-made captions or use labels that can be typed and then applied to the tab. The gummed labels shown here are just one example of label supplies that can be used. As you can see, these labels are available in a viariety of colors so that special sections of a file can be color-coded and thus made easier to locate. |
| 48 | Photo of the front of a filing cabinet | Secretary: | One final place where captions are used is on the drawers of file cabinets. These captions, typed on labels which are inserted into a metal holder attached to the front of a file drawer, identify the alphabetic sections or subjects that can be found in that particular drawer. |
| 49 | Illustration of the scores on a file folder | Secretary: | Unlike guides, folders have the capability of expansion to allow for additional papers to be added to a file. A folder will comfortably hold 100 sheets of paper before a new individual folder must be added to the file. However, in order to reach this capacity, the score marks along the bottom of a folder must be folded outward. |
| 50 | Photo of score being folded | Secretary: | Each folder has three score marks. For approximately every 25 sheets of paper added to a file, one score should be folded outward, like this. Whenever papers do not fit well in a folder, it's time to expand the folder. |

| SLIDE NO. | SLIDE DESCRIPTION | NARRATIVE |
|---|---|---|
| 51 | Sally and the secretary | Secretary: Basically, those are the terms that you will have to know and the materials you will be working with when you do any filing. You're probably ready to learn the rules for actually filing materials, but let's save that for another day. In the meantime, review what we discussed today as a means of preparing for what comes next. |
| 52 | Credits Slide | |

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# STUDENT ACTIVITY PACKET

# INTRODUCTION TO FILING

## STUDENT ACTIVITY PACKET

### Objective

To gain a background knowledge of filing terminology and the various filing systems.

### Introduction

Filing requires a great deal of thought. Decisions have to be made constantly about where and how material should be stored. In order to prepare for employment as a files operator in a business office, many systems and rules must be learned. Once these systems and their corresponding rules are learned, filing operation becomes relatively easy.

### Purpose

After completing the activities in this packet, you should be familiar with filing terminology, the need for filing, the qualifications necessary to become a file clerk, the materials that should be filed, and the various filing systems that are used.

### Materials

*Student checksheet for use with the slide/tape presentation
*Activity sheets for activities 1-4
Pen or pencil

*These materials are provided as a part of this activity packet.

### Directions

This packet contains four activity sheets. Because of the nature of the information contained in this package, the first three activities require you to demonstrate your knowledge of the information provided in the slide/tape presentation. The final activity requires you to apply your knowledge to various office situations.

Each of the activity sheets gives a specific description of the task you are required to do. Complete the activities in the order in which they are presented and then hand the activity sheets to your instructor for evaluation.

STUDENT CHECKSHEET

(To Be Used With Slide/Tape Presentation)

This sheet is provided as a convenient means of taking notes during the slide/tape presentation. The answers to the questions presented here will be useful when completing the activities that accompany this and other filing presentations.

1. Name 5 qualifications necessary for employment in a position that requires filing.

   a. _____

   b. _____

   c. _____

   d. _____

   e. _____

2. For each of the following filing systems give at least one identifying characteristic and name at least 2 types of businesses that would probably use that system:

   a. Alphabetic Filing System

      Characteristics: _____

      _____

      Users: _____

      _____

      _____

      _____

   b. Numeric Filing System

      Characteristics: _____

      _____

Users: _____

_____

_____

_____

c. Geographic Filing System

Characteristics: _____

_____

Users: _____

_____

_____

_____

d. Subject Filing System

Characteristics: _____

_____

Users: _____

_____

_____

_____

3. Define the following terms:

a. filing _____

_____

b. guide _____

_____

c. tab _____

_____

d. caption _____

_____

e. cut _____

_____

f. position _____

_____

g. projection _____

_____

h. primary guide _____

_____

i. special guide _____

_____

j. folder _____

_____

k. label _____

_____

l. score marks _____

_____

ACTIVITY SHEET

Activity 1

Directions: Write the correct words in the blank spaces provided; then locate these words in the SEEK-AND-FIND puzzle in Activity 2

1. _____ involves the systematic arrangement of materials that need to be located quickly and easily.

2. The _____ filing system is the most widely used filing system. Its popularity may be due to the fact that it is the easiest system to use.

3. The _____ filing system is growing in popularity due to our increasing dependence on numbers.

4. The _____ filing system involves the alphabetic arrangement of material according to their locations.

5. The geographic filing system may be arranged according to:

   a. _____

   b. _____

   c. _____

   d. _____

   e. _____

6. The _____ filing system involves the alphabetic arrangement of material according to subject matter such as Sales, Payroll, etc.

ACTIVITY SHEET

Activity 2

SEEK-AND-FIND PUZZLE

Directions: Circle the words that you used in the statements in Activity 1 (this same terminology was presented in the slide/tape). Words may be found horizontally, diagonally, vertically, or backwards.

B A C P A A E I L

A D I S T R I C T

L N H E L V S E A

P U P T O I E F L

H M A A V R P I O

A E R T T D R L C

B R G S E L I I I

E I O I S O S N T

T C E J B U S G I

I L G L P V C L E

C O U N T R I E S

ACTIVITY SHEET

Activity 3

Directions: Match the definition on the right to the correct filing term on the left. Record your response by placing the correct letter of the definition on the line preceding the term it matches.

| | |
|---|---|
| _____ 1. caption | A. Storage pockets into which material is placed in order to be filed |
| _____ 2. cut | B. That part of a guide which holds it in place in a file drawer |
| _____ 3. filing | C. The title of a folder or guide |
| _____ 4. folder | D. Gummed paper on which captions are typed |
| _____ 5. guide | E. The projection that contains the title on a folder or guide |
| _____ 6. label | F. The part of a file folder that allows for expansion of the folder |
| _____ 7. position | G. The term which describes how much space a file folder tab occupies |
| _____ 8. primary guide | H. The major indicator for a large alphabetic (or other) section of a file drawer |
| _____ 9. projection | I. The process of systematically arranging and storing material so that it can be located quickly and easily |
| _____10. score marks | J. The item which provides support for file folders and divides a file into sections |
| _____11. special guide | K. A term which indicates the exact location of the tab on a file folder or guide |
| _____12. tab | L. An indicator for an important subsection in a file, i.e., a common surname |

ACTIVITY SHEET

Activity 4

Directions: Read the description of the situation; then, perform whatever function is indicated. Be sure that your answers are specific and complete.

1. The J. L. Johns Corporation, a Houston-based manufacturing firm, does business with building contractors across the state of Texas. The majority of their business is done with contractors from San Antonio, Dallas, Fort Worth, El Paso, Texarkana, Waco, Houston, and Austin. As one of your functions, you are expected to organize the files in the most efficient manner. Which of the four basic filing systems would you utilize? Then, from the information you have, show in order, from the front to the back of a file drawer, the captions of the primary guides you would use.

2. You have just accepted a position with the Beauchamp and Goldberg law firm. In checking through the files, you find that they use a simple alphabetic filing system in which files are stored under the names of the clients. Because the file cabinets are located in the reception area, anyone waiting for an appointment can easily see the names of your firm's clients whenever you open the files. This has led to some complaints from clients who wish to keep their legal affairs confidential. Since there is nowhere else the file cabinets can be located, what would you do to solve the problem of confidentiality? Be specific in your response.

3. In one drawer in your files you have 40 individual folders behind the "A" guide, 17 of which are entitled Anderson. As you are reorganizing the files, you realize that something should be done to make these and the other folders easier to locate. What would you do to solve this problem?

4. The company you work for manufactures office supplies. At this time, the company uses an alphabetic filing system. However, this simple alphabetic system creates problems during inventory time because the goods manufactured are inventoried according to the general grouping under which they fall. For instance, all paper products are inventoried together, all duplicating equipment is inventoried together, and so forth. How would you reorganize the files to make them easier to work with, especially when performing inventory functions?